

Monitoring company performance – quarterly reporting

Ofgem monitors the performance of domestic suppliers in relation to debt, disconnection, prepayment meters and help for customers in vulnerable positions. Information is collected from suppliers on a quarterly and annual basis and the data received is set out in the tables that follow and published on the Ofgem website.

The published data should be read in conjunction with the accompanying guidance notes which contains definitions on the data collected. The guidance is available on the Ofgem website at the link below:

[Social Obligations Reporting Guidance Notes](#)

You may notice that a data field is left blank. This indicates that the supplier was unable to provide the required data for that specific reporting period.

For the reconnections table, suppliers will only be shown if they have disconnected customers in the relevant reporting period.

**Payment Methods
September 2013**

Electricity	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	97.0%	0.0%	0.0%	0.0%	0.0%	3.0%	100.0%
British Gas	50.4%	20.2%	23.6%	0.2%	3.0%	2.7%	100.0%
Co-operative Energy	74.2%	0.3%	25.2%	0.0%	0.3%	0.0%	100.0%
E.ON	51.4%	16.5%	28.1%	0.1%	1.3%	2.6%	100.0%
economyenergy	0.0%	99.7%	0.3%	0.0%	0.0%	0.0%	100.0%
Ecotricity	50.1%	2.3%	34.0%	0.0%	0.1%	13.5%	100.0%
EDF Energy	55.6%	15.0%	21.9%	0.1%	2.8%	4.6%	100.0%
First Utility	93.0%	0.1%	0.0%	0.0%	0.0%	6.9%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	57.4%	0.3%	32.0%	0.0%	0.0%	10.3%	100.0%
Green Energy	39.7%	0.7%	1.9%	0.0%	0.0%	57.6%	100.0%
isupply	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
LoCO2 Energy	90.2%	0.0%	1.7%	0.0%	0.0%	8.0%	100.0%
npower	57.1%	12.9%	24.3%	0.1%	1.0%	4.6%	100.0%
Ovo Energy	93.7%	0.1%	0.0%	0.0%	0.0%	6.2%	100.0%
Pioneerenergy	64.6%	0.0%	0.0%	0.0%	0.0%	35.4%	100.0%
Scottish and Southern	53.3%	15.0%	24.8%	0.1%	1.0%	5.7%	100.0%
Scottish Power	65.9%	16.0%	11.9%	0.1%	5.0%	1.1%	100.0%
Spark Energy	27.5%	10.2%	12.3%	0.0%	0.1%	50.0%	100.0%
Utilita	0.9%	97.5%	1.6%	0.0%	0.0%	0.0%	100.0%
Utility Warehouse	89.1%	5.9%	0.2%	0.0%	0.0%	4.8%	100.0%
Industry	55.3%	16.3%	22.3%	0.1%	2.2%	3.8%	100.0%

Gas	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
Axis Telecom	97.4%	0.0%	0.0%	0.0%	0.0%	2.6%	100.0%
Better Energy	95.0%	0.5%	0.0%	0.0%	0.0%	4.6%	100.0%
British Gas	47.5%	15.6%	29.9%	0.2%	3.9%	2.8%	100.0%
Co-operative Energy	76.2%	0.2%	23.2%	0.0%	0.3%	0.0%	100.0%
Dali Gas	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
E.ON	57.0%	17.8%	21.7%	0.1%	1.4%	2.0%	100.0%
economyenergy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Ecotricity	57.0%	1.8%	29.4%	0.0%	0.1%	11.8%	100.0%
EDF Energy	65.4%	13.0%	15.0%	0.1%	3.1%	3.5%	100.0%
First Utility	94.0%	0.1%	0.0%	0.0%	0.0%	5.9%	100.0%
Flow Energy	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Good Energy	76.0%	0.1%	23.5%	0.0%	0.0%	0.4%	100.0%
npower	64.9%	12.7%	17.8%	0.1%	0.8%	3.6%	100.0%
Ovo Energy	94.0%	0.2%	0.0%	0.0%	0.0%	5.8%	100.0%
Pioneerenergy	65.9%	0.0%	0.0%	0.0%	0.0%	34.1%	100.0%
Scottish and Southern	58.7%	12.7%	21.7%	0.2%	1.3%	5.5%	100.0%
Scottish Power	73.9%	13.1%	8.0%	0.1%	4.3%	0.6%	100.0%
Spark Energy	58.7%	20.2%	20.9%	0.0%	0.1%	0.0%	100.0%
Utilita	1.1%	97.0%	1.8%	0.0%	0.1%	0.0%	100.0%
Utility Warehouse	89.8%	5.5%	0.1%	0.0%	0.0%	4.6%	100.0%
Zog Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Industry	57.7%	14.5%	21.9%	0.2%	2.7%	3.1%	100.0%

Debt by Quarter September 2013

Electricity	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q3 2012	0.6	0.3	8%	42%	28%	15%	15%	£435	0.5	£440
Q4 2012	0.6	0.3	8%	44%	26%	15%	16%	£454	0.5	£439
Q1 2013	0.6	0.3	8%	42%	28%	16%	15%	£448	0.5	£433
Q2 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£450
Q3 2013	0.7	0.4	8%	40%	29%	16%	16%	£457	0.5	£466

Gas	Number of credit customers repaying a debt (millions)	Number of PPM customers repaying a debt (millions)	Percentage of PPM customers in debt	Percentage of customers repaying a debt who owe under £100	Percentage of customers repaying a debt who owe between £100- £300	Percentage of customers repaying a debt who owe between £300- £600	Percentage of customers repaying a debt who owe over £600	Average debt per customer repaying a debt	Number of customers in arrears (millions)	Average debt per customer in arrears
Q3 2012	0.5	0.3	10%	36%	32%	16%	16%	£464	0.4	£445
Q4 2012	0.5	0.3	11%	41%	27%	15%	17%	£468	0.4	£433
Q1 2013	0.6	0.3	11%	36%	31%	18%	15%	£477	0.4	£452
Q2 2013	0.7	0.3	10%	32%	34%	19%	16%	£481	0.4	£489
Q3 2013	0.7	0.4	11%	32%	33%	18%	16%	£485	0.5	£490

**Debt Repayment
July - September 2013**

Electricity	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Axis Telecom	0	£0.00	0	£0.00	0
British Gas	199,755	£7.34	46	£7.23	84
Co-operative Energy	26	£18.04	33	£5.00	186
E.ON	162,503	£5.07	61	£6.93	98
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	641	£8.84	70	£6.72	148
EDF Energy	143,168	£6.16	60	£5.41	137
First Utility	282	£17.15	102	£18.13	100
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	369	£18.36	39	£5.15	256
Green Energy	159	£11.15	44	£7.50	189
isupply	44	£18.00	35	£0.00	0
LoCO2 Energy	13	£23.00	65	£0.00	0
npower	109,835	£5.42	66	£6.41	125
Ovo Energy	2,057	£39.05	79	£55.44	72
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	145,211	£6.70	149	£5.47	114
Scottish Power	274,797	£5.19	58	£5.47	148
Spark Energy	1,312	£17.24	22	£12.14	94
Utilita	1,197	£46.04	52	£3.04	66
Utility Warehouse	5,009	£11.30	42	£10.22	78
Total	1,046,378	£6.34	66	£6.55	106

Gas	Number of customers repaying a debt	Average weekly amount towards debt	Average number of weeks to recover debt (non-PPM)	Average weekly amount towards debt	Average number of weeks to recover debt (PPM)
Axis Telecom	0	£0.00	0	£0.00	0
Better Energy	0	£0.00	0	£0.00	0
British Gas	288,307	£8.00	47	£7.70	93
Co-operative Energy	26	£18.99	33	£0.00	0
Dali Gas	0	£0.00	0		
E.ON	118,725	£4.65	59	£6.56	106
economyenergy	0	£0.00	0	£0.00	0
Ecotricity	224	£8.57	75	£6.50	137
EDF Energy	128,861	£6.38	57	£5.80	164
First Utility	268	£21.94	104	£16.53	71
Flow Energy	0	£0.00	0	£0.00	0
Good Energy	139	£17.25	63	£3.60	220
npower	110,412	£6.11	66	£6.63	121
Ovo Energy	1,779	£38.25	77	£35.15	77
Pioneerenergy	0	£0.00	0	£0.00	0
Scottish and Southern	127,075	£7.40	153	£5.66	111
Scottish Power	230,394	£5.82	58	£4.59	144
Spark Energy	957	£21.74	20	£11.25	132
Utilita	600	£80.86	43	£3.04	66
Utility Warehouse	4,365	£9.04	57	£10.32	82
Zog Energy	0				
Total	1,012,132	£6.84	63	£6.91	108

**Prepayment Meters
July - September 2013**

Electricity	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Axis Telecom	0	0	0
British Gas	24,718	22,992	1,726
Co-operative Energy	19	1	18
E.ON	11,812	8,754	3,058
economyenergy	0	0	0
Ecotricity	58	58	0
EDF Energy	7,158	5,888	1,270
First Utility	49	16	33
Flow Energy	0	0	0
Good Energy	12	12	0
Green Energy	6	6	0
isupply	0	0	0
LoCO2 Energy	0	0	0
npower	9,283	8,446	837
Ovo Energy	46	37	9
Pioneerenergy	0	0	0
Scottish and Southern	15,720	11,594	4,126
Scottish Power	3,731	3,479	252
Spark Energy	115	21	94
Utilita	9,421	78	9,343
Utility Warehouse	1,249	975	274
Total	83,397	62,357	21,040

Gas	Number of PPMs installed this quarter	Number of PPMs installed this quarter to recover debt	PPMs installed this quarter, requested by customers without a debt
Axis Telecom	0	0	0
Better Energy	0	0	0
British Gas	34,439	31,058	3,381
Co-operative Energy	56	0	56
Dali Gas			0
E.ON	10,282	7,759	2,523
economyenergy	0	0	0
Ecotricity	20	20	0
EDF Energy	5,611	4,658	953
First Utility	66	31	35
Flow Energy	0	0	0
Good Energy	1	1	0
npower	8,647	7,596	1,051
Ovo Energy	37	30	7
Pioneerenergy	0	0	0
Scottish and Southern	13,394	9,888	3,506
Scottish Power	2,812	2,641	171
Spark Energy	253	29	224
Utilita	8,276	78	8,198
Utility Warehouse	1,140	943	197
Zog Energy			0
Total	85,034	64,732	20,302

**Disconnections for Debt
July - September 2013**

Electricity	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
Axis Telecom	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
E.ON	88	55	33	5
economyenergy	0	0	0	0
Ecotricity	1	0	1	47
EDF Energy	0	0	0	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	1	1	0	17
Green Energy	1	1	0	2
isupply	0	0	0	0
LoCO2 Energy	0	0	0	0
npower	107	63	44	12
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	7	1	6	9
Scottish Power	40	30	10	20
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	23	14	9	19
Total	268	165	103	12

Gas	Number of customers disconnected for debt this quarter	Number of customers reconnected this quarter (from those disconnected this quarter)	Number of customers not yet reconnected (who were disconnected this quarter)	Average period of disconnection in days (for those disconnected this quarter)
Axis Telecom	0	0	0	0
Better Energy	0	0	0	0
British Gas	0	0	0	0
Co-operative Energy	0	0	0	0
Dali Gas	0		0	
E.ON	18	5	13	8
economyenergy	0	0	0	0
Ecotricity	1	1	0	2
EDF Energy	1	0	1	0
First Utility	0	0	0	0
Flow Energy	0	0	0	0
Good Energy	0	0	0	0
npower	6	5	1	18
Ovo Energy	0	0	0	0
Pioneerenergy	0	0	0	0
Scottish and Southern	1	0	1	0
Scottish Power	6	3	3	18
Spark Energy	0	0	0	0
Utilita	0	0	0	0
Utility Warehouse	7	2	5	26
Zog Energy	0		0	
Total	40	16	24	15

**Percentage of Customers Reconnected following Disconnection for Debt
July - September 2013**

Electricity	24 hours	7 days	1 month	1 quarter
E.ON	26%	49%	62%	62%
Ecotricity	0%	0%	0%	0%
Good Energy	0%	0%	100%	100%
Green Energy	0%	100%	100%	100%
npower	8%	31%	54%	59%
Scottish and Southern	0%	0%	14%	14%
Scottish Power	22%	42%	52%	75%
Utility Warehouse	4%	13%	43%	61%
Total	16%	36%	55%	62%

Gas	24 hours	7 days	1 month	1 quarter
E.ON	0%	17%	28%	28%
Ecotricity	0%	100%	100%	100%
EDF Energy	0%	0%	0%	0%
npower	0%	17%	67%	83%
Scottish and Southern	0%	0%	0%	0%
Scottish Power	0%	17%	33%	50%
Utility Warehouse	0%	0%	14%	29%
Total	0%	15%	32%	40%

**Payment Methods by Country
September 2013**

Electricity Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	12,771,377	3,564,489	5,233,297	27,225	456,839	905,831	22,959,058
	56%	16%	23%	0%	2%	4%	100%
Scotland	1,385,845	538,650	468,479	5,548	105,954	75,891	2,580,367
	54%	21%	18%	0%	4%	3%	100%
Wales	736,884	279,507	302,327	1,928	28,931	50,708	1,400,285
	53%	20%	22%	0%	2%	4%	100%

Gas Payment Methods	Monthly direct debit	Prepayment meter	Quarterly cash / cheque	Fuel Direct	Budgeting payment schemes	Other	Total
England	11,156,446	2,720,041	4,323,349	30,002	469,092	609,151	19,308,081
	58%	14%	22%	0%	2%	3%	100%
Scotland	1,146,803	312,139	353,049	5,808	102,230	41,752	1,961,781
	58%	16%	18%	0%	5%	2%	100%
Wales	608,892	208,209	232,286	2,372	29,284	36,866	1,117,909
	54%	19%	21%	0%	3%	3%	100%

**Headlines by Country (Quarterly)
September 2013**

Electricity Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	869,399	294,269	264	452,477
Scotland	125,431	42,558	1	42,667
Wales	51,548	19,328	3	25,130
Great Britain	1,046,378	356,155	268	520,274

Gas Headlines	Number of customers in debt	Number of PPM customers in debt	Number of disconnections for debt	Number of customers in arrears
England	863,661	299,150	39	392,653
Scotland	102,446	39,796	1	37,896
Wales	46,025	18,996	0	22,566
Great Britain	1,012,132	357,942	40	453,115